



# Administrative Notes

Newsletter of the Federal Depository Library Program

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## Biennial Survey To Be Conducted on the Web

The Biennial Survey of Depository Libraries questions and instructions will be mailed to depository libraries in October, 1997. Authorized by Title 44, United States Code, section 1909, the Biennial Survey provides the Library Programs Service (LPS) with important information used to administer the Federal Depository Library Program. All depository libraries are required to complete the survey.

For the first time, depository libraries will be required to respond to the Biennial Survey via the World Wide Web. In October, LPS will notify all depositories when the Biennial Survey Web site is ready. Libraries will fill in their responses online, much as they did this summer for the Item Selection Update Cycle. The same password assigned to each depository for the Update Cycle will be necessary for submitting responses to the Biennial Survey.

Survey responses will be due December 1, 1997.



## Newest Gateways to Federal Government Information: King County (WA) Library System & University of Mississippi Libraries

The University of Mississippi Libraries and the King County (WA) Library System are the newest "Gateways" to the GPO Access service. The addition of these two libraries brings the number of "gateways" to 43, covering 31 States and the District of Columbia.

The University of Mississippi Libraries Government and Business Information Services GPO Access Gateway is accessible via the World Wide Web. Users may access the gateway by pointing their Web browser to: <http://www.olemiss.edu/govinfo/gate.html>. Local user support is available at the Government and Business Services Desk at (601) 232-5857.

Users may access the King County Library System through a telnet session to 198.104.1.63. Type kcls (lowercase) to login to the King County Library System InfoNet. Enter terminal type and hit q (quit) at the System Messages screen. Hit return at the Directory of Online Resources screen; select Internet Gateway at the InfoNet Main Menu. On the KCLS Gateway screen,

choose GPO Access. Users with a personal computer, a phone modem, and telecommunications software may connect from home or office by dialing (206) 382-2116 and following the steps listed above. The KCLS Community Relations Office provides user support at (206) 684-6605.



## **Request Your 1998 GPO Access Training or Demonstrations**

In 1998, the Government Printing Office (GPO) will strengthen its commitment to provide GPO Access support services to Federal depository libraries. GPO Access support services consist of not only the GPO Access User Support Team, but also written and online documentation such as user guides and training booklets, and GPO Access training classes and demonstrations.

While both demonstrations and training classes provide valuable information relating to the GPO Access services, their purpose, design and technological requirements are very different. As a result, you should consider each characteristic before deciding which support service or combination of services would be most beneficial to the intended audience.

Generally, attendees at GPO Access training sessions should be depository librarians and any staff members of depository libraries who assist users with access to Federal Government information or conduct research. However, demonstrations may be more appropriate for general audiences.

### **GPO Access Training Classes**

GPO Access training classes involve hands-on use of GPO Access by participants at individual computer workstations. The hands-on training provides an in-depth review of all facets of the GPO Access services, including GPO Access components, interfaces, methods of access, general searching strategies, Web interfaces, etc. Because of the large amount of information presented, a full-day class is recommended. (A full day class is eight hours; six hours of actual hands-on training and two hours for breaks and lunch.) In fact, over 80% of depository librarians who attended a four-hour class said they would rather have attended a full-day class. Appendix A contains the GPO Access Training Overview, detailing the information covered during a full-day session.

The hands-on and practical experience the training session provides will allow you to take full advantage of GPO Access services. The knowledge that you gain will prove invaluable, whether you are training another librarian, assisting a patron or conducting research. A checklist of the technological requirements for all GPO Access training classes starts on page 6.

### **GPO Access Demonstrations**

GPO Access demonstrations do not provide for hands-on experience and as a result can cater to larger audiences than a training class. In a demonstration, the audience views the presentation on a screen or projection monitor. As a result, the technological guidelines for a



demonstration are not as rigorous because only one terminal and a projection screen or large monitor are required.

The main purpose of a demonstration is to show the basic GPO Access features and functions. Demonstrations are usually two hours in duration, consisting of 90 minutes of lecture and a 30 minute question and answer period.

### **Making Your Request for GPO Access Training Classes and/or Demonstrations**

Due to the large number of requests for GPO Access Training/Demonstrations, the Library Programs Service (LPS) and the Office of Electronic Information Dissemination Services (EIDS) have developed a checklist you should use when submitting your requests. Please fill out the checklist in its entirety. We will utilize these checklists when reviewing your request, when responding to your training requests and prioritizing the allocation of our resources.

**Please note:** We are able to conduct up to twelve “non-local” training events per year. Priority consideration will be given to:

- training, rather than demonstrations,
- groups of depository librarians,
- large audiences,
- events which may be combined with other official travel or appearances,
- events in states where GPO has not recently appeared.

For example, conducting GPO Access training in proximity to national or state library association conventions allows us to maximize the use of our travel funds and training personnel.

Direct requests for GPO Access training or demonstrations to:

Chief, Depository Services	Phone:	(202) 512-1119
Library Programs Service (SLLD)	Fax:	(202) 512-1432
U.S. Government Printing Office	E-mail:	smcgarr@gpo.gov
Washington, DC 20401		

In order to facilitate LPS and EIDS planning for 1998, LPS should receive your requests by January 1, 1998. If you are unable to meet the January 1, 1998 deadline for training requests you may still request training; however, requests will be considered on a first come, first served basis. Whenever possible, requests for GPO Access training or demonstrations should be received at GPO at least three months in advance of the planned event date. GPO will respond to all requests within one month after receipt of the request.

GPO will work with local event planners to ensure that all necessary arrangements are made as far in advance as possible. As a general rule, acceptance of travel expenses from an organization that is substantially affected by GPO policies and actions is a violation of GPO regulations, and is therefore not allowed.

**Please note:**

Although GPO will make every effort to honor our GPO Access training or demonstration commitments, changing circumstances may require cancellation at the convenience of the U.S. Government.

## **GPO Access Training Session Overview**

### **9:00 Class Begins**

#### **Introduction of GPO Access**

This mandatory introduction includes an overview of GPO Access history, components, methods of access, file formats, basic searching strategies and interface introduction/review (class specific).

#### **Federal Register**

Database coverage includes a brief explanation of database content, searching techniques and “helpful hints.” (Time is allowed for users to work independently with databases and receive individual attention if needed.)

#### **Adobe Acrobat Reader Review**

Includes a review of the pull-down menus and toolbar.

### **10:30 Break**

### **10:45 Code of Federal Regulations Commerce Business Daily (CBD)**

Database coverage includes a brief explanation of database content, searching techniques and “helpful hints.” (Time is allowed for users to work independently with databases and receive individual attention if needed.)

### **12:00 Lunch Break**

### **1:30 Class Resumes**

**Congressional Database Overview**  
**Congressional Record**  
**Congressional Record Index**  
**History of Bills**  
**Congressional Bills**  
**Public Laws**  
**U.S. Code**  
**GAO Reports**

Database coverage includes a brief explanation of database content, searching techniques and “helpful hints.” (Time is allowed for users to work independently with databases and receive individual attention if needed.)

**3:00 Break**

**3:15 Additional Web Applications**  
**Pathway Locator Services**  
**Government Information Locator Service (GILS)**  
**Privacy Acts**  
**Monthly Catalog of Government Publications (MOCAT)**  
**Federal Bulletin Board**  
**Sales Information and SuDocs Services**  
**Look at FDLP Administration Page**

**5:00 Class Ends**

## Curriculum Checklist

**Note:** If your available time and resources do not allow for the full-day class (as outlined above), it will be necessary to remove sufficient topics and independent practice time to fit the class within the available schedule. We will assist you in this elimination process, but would prefer that you make the final decision on what will be left out of the classes at your site. If there are any additional GPO Access topics that you would like to have added to the class, the same elimination procedure will be necessary in order to fit within the allotted class time.

If you are requesting less than a full-day class, please check off the GPO Access topics you would like to be covered:

### Databases:

Federal Register\_\_\_\_  
 Adobe Acrobat Reader\_\_\_\_  
 Congressional Record\_\_\_\_  
 Congressional Record Index\_\_\_\_  
 History of Bills\_\_\_\_  
 Congressional Bills\_\_\_\_  
 Public Laws\_\_\_\_  
 U.S. Code\_\_\_\_  
 GAO Reports\_\_\_\_

### Additional Web Applications:

Pathways\_\_\_\_  
 GILS\_\_\_\_  
 Privacy Acts\_\_\_\_  
 MoCat\_\_\_\_  
 The Federal Bulletin Board\_\_\_\_  
 Sales Info. From SuDocs\_\_\_\_

Other GPO Access topics/databases you wish to be covered:

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## GPO Access Training Requirements

### I. Site Requirements:

All workstations in one continuous, self-contained training area, preferably a computer lab. The maximum number of people per workstation is two, with no more than 30 students per training session.

1. Date(s) and time(s) requested

\_\_\_\_\_

\_\_\_\_\_

2. Training Site Location:  
(Full Address)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Number of workstations at your facility: \_\_\_\_\_

4. Type of platform: MAC \_\_\_\_\_ IBM Compatible \_\_\_\_\_

- 4a. If IBM compatible what type of operating system?

Windows \_\_\_\_\_ Windows 95 \_\_\_\_\_ Windows NT \_\_\_\_\_ DOS \_\_\_\_\_

5. Do you have projection equipment (i.e. overhead projector/LCD unit)?  
Yes \_\_\_\_ No \_\_\_\_

6. Is an instructor's workstation available? Yes \_\_\_\_ No \_\_\_\_

7. Approximate number of individuals expected to attend training sessions:

Day 1 \_\_\_\_\_ Day 2 \_\_\_\_\_ Day 3 \_\_\_\_\_

8. Will instructor have lab access one day prior to training? Yes \_\_\_\_ No \_\_\_\_

### II. Technical Requirements

It is mandatory that each of the technical requirements listed below are met.

1. Do you have a Full Internet Connection? Yes \_\_\_\_ No \_\_\_\_

2. Do you have a Web Browser, such as Netscape 3.0, successfully installed on each workstation? Yes \_\_\_\_ No \_\_\_\_

3. Do you have Adobe Acrobat Reader successfully installed on each workstation?

Yes \_\_\_\_ No \_\_\_\_

It is essential that software be configured and tested prior to the arrival of the instructors to maximize the time instructors can devote to training.

### III. Personnel Requirements

It is imperative the contact person(s) be accessible during every event. In addition, the contact person(s) must be available the day before the event to meet with GPO personnel to visit all facilities and prepare for the following day.

#### Training Facility Coordinator Contact

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

Technical Contact Person: (if same as above do not complete.)

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

# **Service Issues/Guidelines for Government Information in the Electronic Environment and Depository Libraries**

## **A Report to the Depository Library Council**

**Presented at the Spring 1997 Meeting, Arlington, Virginia by**

**Ridley Kessler and Dan Barkley**

At the fall 1996 Depository Library Council meeting in Salt Lake City, Utah, two focus sessions were held dealing with service issues for Government information in electronic formats. These focus sessions were held on Tuesday, October 22, and were led by Ridley Kessler, the regional depository librarian from the University of North Carolina at Chapel Hill. These focus groups were organized because of the ever increasing amount of Government information becoming available in electronic formats to depository libraries. These formats are offering depository libraries and the staff and citizens who use the material a great deal of flexibility and unheard of access. At the same time, the variety and sheer number of sources are having a great impact on the public services that depository libraries offer to the public. These types of information sources have brought many changes to depository libraries everywhere. Some of these impacts are:

- need for staff training in electronics or new staff to handle the increased technology demands
- increased costs for hardware and software in order to effectively use the electronic material
- increased demands by patrons for help in using more complicated formats
- difficulties in providing copies of electronic sources for users
  - necessity of large hard disk space for holding information
  - increased use of paper to print out material
  - need for FTP sites for extra large documents or information
  - need to provide electronic format of large documents or for documents in a non-text format

These electronic formats are causing depository libraries to reexamine the services that they offer to the general public. In many cases hard choices must be made. The purpose of the focus groups was to discuss and define what services are possible in the electronic environment, as well as which of them libraries should be expected to provide to their users.

It is ultimately hoped that these discussions will lead to service guidelines to help libraries set policy and meet the needs imposed by the depository library system.

The group first considered the most important and basic question, "What kind of electronic services are now being offered to the public by depositories?" This question dominated both sessions and more time was spent in discussion of this topic than any other. The librarians present for this discussion started out with the importance of signs in the library to advertise library Web sites. Almost all the libraries represented at this focus session realized the importance of advertising their Web site and had made some provisions to enable patrons to find it.



Some said that they were offering telephone assistance for the Web, i.e., explaining how to telnet or dial into the system, and other reference help in finding information on the Web. Many also had handouts and guide sheets on how to do these things. Handouts and guide sheets came up constantly in these discussions and everyone was keenly aware of the importance of training and teaching about the Internet. Everyone's experience was that the general public does not know how to use the Internet to find information and must be helped along by the Documents/Reference staff. This, of course, means more work for documents staff and in some cases more training to make them more technologically able. There was also a good suggestion that Internet facilities should be made available for the public. Some libraries were already offering this service.

The topic of training came up many times during these focus sessions. Several libraries had or were creating electronic classrooms. In many cases documents areas shared a library wide classroom. There was solid agreement that libraries should have computer training facilities and that libraries should strive to have Internet training for the public. Training could be interpreted as a public access issue. In other words if the public is not familiar with the Internet then depositories should provide some training and guidance. If they don't, then they are in essence denying the public access. For those users that do not have or own computers, there was general agreement that depository libraries should maintain equipment for use by the public. All the depositories that participated in these discussions allowed public use of their computer facilities for accessing Government information. A public library felt that it was specifically a public library responsibility to provide Internet service for the public and had created a special dial network for its patrons. Another library thought that it was a problem that outside users didn't have passwords to their local network. One answer to this was a dedicated public machine with bookmarks for Government information (IRS, Thomas).

It was quite clear that most of the libraries represented in the focus groups were creating their own documents home pages. These home pages should have the documents librarians' name and address in order to encourage people to make contact. Many of the libraries present also had E-mail reference addresses. Also many of the libraries noted that their states had set up Listservers for the local documents librarians. In several of these states the Regional library was the list owner. This is certainly a role the Regional library could play. It was also suggested that the Regional libraries might be responsible for a statewide documents home page. This has some merit and would enable smaller depositories without the resources or technology to have access to a good documents home page. The Regional's home page could not only include URL addresses that they felt were important but could also include those that were suggested or requested from the selectives served.

Tangible electronic products such as CD-ROMs and floppies continue to be an important information source for depository libraries. It was noted that the menu problems caused by the wide diversity of software on these CDs continue to be a problem. They also require a high level of staff commitment and time to work with patrons because of the wide variety of documentation and levels of sophistication. Most of this type of help must be offered one-on-one. Also the sheer number of CDs is a problem in terms of the number of staff hours needed to install and make guides and help sheets. However, all agreed that help sheets and guides were an important public service and that all depositories should strive to do this.

Most libraries present at the focus group stated that they did not try to support all of their tangible electronic products. It was estimated that for 25-40% of the CDs a conscious decision

was made to not make them available except by demand. Many of the libraries said that they had a policy that they would attempt to install unsupported CD-ROMs by the next day when requested. Many of the librarians present felt that it was important to create bibliographic records for these products and analyze collective titles. These should be made available to other libraries. One library had purchased a CD-ROM recordable device and was planning to both make copies of license free CDs and download large Internet files with it. Many libraries were offering their unsupported CDs to other libraries with selective housing agreements so that they would be more accessible. A very few were offering their CDs for circulation.

All of the depository libraries involved in these discussions had public access terminals available for patrons. A very few had a multitude of access terminals. Some offered dial-in LAN service to some Government CDs. In all cases libraries noted that downloading information was difficult but necessary. Most felt that File Transfer Protocol (FTP) should be offered to the public by the local depository. There was also a suggestion that this is a service regional libraries could offer depending upon their capabilities. Most libraries also were allowing downloading to the hard disk in order to put the information on floppies.

Printing was offered by all but not necessarily free printing. Some allowed up to 15 or 25 pages free and after that charged per page. Other libraries required patrons to go to print centers for printing. Some libraries had blocked the print.

Other services that libraries were offering were fax services. Many libraries were allowing E-mail from Netscape so that patrons could send information to themselves. Most still did old fashioned mail service. Many were concerned about the lack of computer terminals for the general public. Some suggested having computers for loan. Some schools like Wake Forest University gave incoming students a laptop computer which was included in the cost of their tuition. Many were offering GIS service to the public with the complaint that it was very staff intensive. Some depositories were downloading and printing major large documents for use in photocopying or adding to the collection.

Finally, most of the depositories present described the Internet as a great equalizer. In the discussions it was felt that for technical help academic libraries needed in-house persons or needed to call on their Computer Centers for aid, not the regional library. They felt that selectives should seek help from nearby selectives. It would appear that from the wide variety of service offered there is a need for some kind of service guidelines to give depositories goals to aim for. A beginning for this is included as Appendix A-Depository Service Guidelines for Electronic Information. Appendix B is questions and description of the open forum that were distributed at the Salt Lake City Council meeting. Appendix C is the rough notes taken by the secretary at both forum meetings.



**APPENDIX A****Draft Depository Library Public Service Guidelines for Government Information in Electronic Formats**

1. Make computer terminals available for general public.
2. Make tangible electronic formats such as CD-ROMs and floppies available to the public in a timely manner.
  - A. For non-supported tangible electronic products make available within 24 hours notice.
3. Make Internet available for general public.
  - A. WWW access
  - B. FTP, telnet
4. Where possible depositories should mount home pages (or share with or use home pages from other depositories in state or from the regional) linked to prominent or useful sites for general public.
5. Make fax service available to general public with reasonable limits on number of pages.
6. Maintain Government information E-mail reference address for patrons.
7. Allow reasonable amount of printing--may limit number of pages and/or charge reasonable amount per page (should be kept as low as possible).
8. Allow downloading to floppies.
  - A. Provide hard disk space on public access computers for this purpose and file compression and splitting software.
  - B. Provide FTP site where possible for downloading purposes and for short term storage of files for patrons.
9. Allow users to E-mail Government information to themselves.
10. Provide adequate help guides and documentation of tangible electronic products and the Internet for the public. If the depository maintains a home page then it should offer help guides from the page.
11. Offer training in CD-ROMs Internet resources for public in order for them to access Government information



## APPENDIX B

### **The Handout for Discussions on Service/Guidelines and Electronic Government Information for the Depository Library Council Meeting in Salt Lake City, Utah, October 22, 1996**

#### THE SERVICE ROLE OF DEPOSITORY LIBRARIES FOR GOVERNMENT INFORMATION IN ELECTRONIC FORMATS

Depository libraries are finding that more and more Government information sources are becoming available in electronic formats. Some of these formats are tangible electronic products, i.e., CD-ROM or floppies, others are available on-line through the Internet, or via modem from Government bulletin boards. These formats are causing depository libraries to reexamine the services that they offer to the general public. The purpose of this open forum is to discuss and define what services are possible and what we should be responsible for in the way of electronic services and not to deal so much with problems and difficulties in offering these services.

1. What kind of electronic services are now being offered to the public by depositories?
  - A. Are they very different from the traditional services that we have and continue to offer?
  - B. Are the services we offer for the tangible electronic products (CD-ROMs/floppies) different from those we offer for those on the Internet?
2. What future services are depositories planning to add that they do not now offer for electronic products?
3. Should Regionals offer more or different services to the public than selectives? If so, what services?
4. Are Regionals expected to offer more services to the selectives in their region than they currently do? If so, what services?
5. In the next round of "state plans" what kind of relationships will Regional depositories and selective depositories have to redefine? What should each expect from the other? What should they both expect from the Government Printing Office?
6. As more and more Government electronic products go to the Web, how will depositories service remote users?
  - A. What would remote users need from depositories to assist them in finding Government information on the Web, or do we assume that remote access implies that individuals need less help from the depository?
  - B. How do electronic services affect bibliographic instruction in depositories, especially for remote users?
7. Should each depository library be required to provide a home page for Government information on the Internet?
8. How do electronic services affect depository library collection development policies? Is there still a need for collection development policies for electronic products, especially those available remotely?
9. What problems will hinder public services in depository libraries for electronic formats and what are possible solutions?
10. How do we organize to continue these types of discussions and institutionalize the answers?

## APPENDIX C

### **Minutes From First Discussion Session on Service/Guidelines Issues and Electronic Government Information Held at the Fall Depository Library Council Meeting in Salt Lake City, Utah, on October 22, 1996**

October 22, 1996

Depository Library Council

Service Role of Depository Libraries for Government Information in the Electronic Environment

What kind of electronic services are now being offered to the public by depositories?

Post signs around the collection and library leading people to Web sites. e.g., at paper product, post sign leading to Web site.

Telephone assistance for Web. Keep statistics; statistics generate money.

Access points - Problem for outside users because they don't have passwords to local network.

Dedicated one machine to public with bookmarks for Government information. (IRS, Thomas)

Public doesn't know how to use Internet for finding useful information.

Handouts needed.

Public Library I

Dialup network for public

Public library as Internet provider for public.

Homepage for Documents with Documents librarian's name.

Included state, county, and Federal documents.

Public Library II

Library as computer training facility

We should strive to have Internet training facilities for public.

CD-ROMs

Menu problem

High level of staff commitment from staff to patron.

Support use is specific for each CD.

One depository library currently has over 1000 CDs.

Print out D file for patron and send it to them so they can determine if the information is useful.

Working collaboratively with Computer Center for common Web help desk. Using Top of the Mind software to build knowledge base.

Create bibliographic records for products. Analyze collective titles. Make available to other libraries.

CD-ROM recordable device. (\$1000; CDs are \$10 each) Use as circulation copy. Can also be used to download large files.  
Selective housing agreement. Select duplicate CDs through another library.

#### Public Access Terminals

One academic library has 20 public access terminals.  
Offer to load software and make available in 24 hours.  
Problem overlaying Netscape over CDs.  
Problem with patrons using terminals to play games.  
Post policy stating terminals are for accessing Government information only

Colorado Tracker Software - Tape copy of your hard drive. Reload hard drive when necessary.

Download large document which you predict will be in demand. Make them available for photocopying.

#### PC vs. Mac Problem

##### File Transfer

###### FTP

Download to disk

At Notre Dame, AFS University provides 50K per person on campus. Software program written by library, that allows student to log in and mount the drive as H.

How to copy portions of files? Copy to notepad. Problems with allowing patrons access to Windows and DOS.

E-mail application. Netscape has to identify a particular user. FCC requires this. You could put in a general address, but public can use it incorrectly. (Notre Dame patron sent threatening E-mail to President with "from" address of Notre Dame)

#### What about under-endowed libraries? (Role of Regionals)

Internet is great equalizer.

For technical help, academic libraries call on their Computer Centers, not their regionals.

Computer setups are local.

Selectives look for help from other selectives.

Regionals could provide CD recorder technology.

Regionals could provide good home page.

Regionals could do analysis.

Regionals could provide thematic map services to Selectives (ArcView)

Minutes from second discussion session on Service/Guidelines Issues and Electronic Government Information held at the fall 1996 Depository Library Council Meeting in Salt Lake City on October 22

Mega-CD; they analyze title content and annotate OPAC, Web site, hot links etc. (Yale)  
NTDB, ED Stats, HCFA,  
-noted Memphis migrating list.



=B-title list

% of Re. CD not supported/used = 25-40%

2 workstations (dedicated) with "Popular titles"- special loans to people.

Dial-in to LAN not working. Going back to standalone

NW has off Web page access to CD LAN.

Extended appt. For certain database...

Partnerships, not applicable any more; Some thing user must be able to do... GO software.

What kind of public service to remote users?

- Some fax service
- mail
- download with diskette
- govref@ with 24 hr turn around
- e-reference with answer
- locator service
- Timbukto - software

What Internet can do?

- Expect directions to source
- old stuff not there
- Internet help- hand holding
- site reliability

What about people who don't have PC at home?

- PC to loan
- up tuition and gave laptop/ require PC with enrollment.
- print out stuff, pay for prints.
- adhoc download
- library based; limiting

Policy: how much time spent on PC lessons?

- same as ref. questions.

Spend time maintaining

Policies developed. Now being developed. Now give first 25 free pages. Then off to print center. Print blocked or print to drive.



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